

MINUTES OF MEETING: RIVERSIDE CUSOMTER VOICE EXECUTIVE COMMITTEE

19TH APRIL 2018

MACDONALD BURLINGTON HOTEL, BIRMINGHAM

Prior to the meeting The Executive members were addressed by Stephen Elliott who advised the result of the recent officer elections and that the Executive committee Officers, elected unopposed were;

Victor Andrews Chair, Margi Kelly Vice-chair and Jacky Vince Treasurer.

Stephen offered his congratulations to the newly elected officers and handed over the meeting to the Chair.

1) The Chair welcomed the Executive Members who were in attendance and opened the meeting at 12.00 noon

2) Apologies

No apologies were received and all members were in attendance: Vic Andrews, Margi Kelly, Jacky Vince, Janice Murray (Irvine Observer), Michael Hulme, Alison Stokes, Sally Trueman, Peter Taylor & David Otty.

Staff: John Wood, Stephen Elliot, Tonia Punter-Ojong, Karen Kendall, Lyndsay McLaughlin (Irvine) Jackie Ulring. Riverside Staff doing presentations: John Glenton, Mark Burnett, Sharon Wilkie & Kate Hudson

3) To complete the issue of Executive Officer elections the Chair announced that, "There being no person nominated and seconded in the allotted time frame for the position of Secretary, that the existing officers would cover the position until such time as a further period be declared for nominations and seconds to be received and an election take place to fill the vacant post"

4) To Agree the minutes of the Fed Exec meeting held on 22/2/2018;
These minutes were agreed as a true and correct record and signed by the Chair.

5) Any matters arising from the Fed Exec meeting of 22/2/2018.

The question of our continued membership of Tpas was raised, David Otty asked for certain clarifications regarding our membership and received confirmation that his understanding was correct.

The Chair put to the vote that our membership of Tpas be continued.

This was carried and agreed.

Regarding item 7 (action 2) of the previous minutes (funding framework, this was referred to the Officers group.

6) Minutes of Executive Officers meeting held on 19/10/2017

The minutes were received by the committee.

David Otty queried why minutes of a meeting in [October '17](#) had taken till now to reach us? The explanation given centred around a delay in these minutes being 'signed off' by the previous Chair.

The Chair gave a commitment that the committee should and could expect minutes of all future meetings to be circulated within a much better time frame in future. He anticipated within ten days of a meeting.

(*note: The subsequent Officers meeting the following day undertook to provide first draft minutes (electronically) within 10 days of any RCVE or Officers meetings. With a final paper copy being circulated as part of a paper bundle 10 days prior to future meetings. The next Secretary to be advised of this undertaking)

7) Formal Acceptance of Meetings Charter (proposed by Vic Andrews)

The document previously circulated was proposed by Vic Andrews, seconded by Alison Stokes. The Document was unanimously adopted as the Riverside Customer Voice meetings charter with immediate effect.

8) Rebranding Steering Group report (Megan Duggan)

The committee discussed the report, previously circulated and following a discussion on the steering groups previous submissions, the decision was made to formally adopt;

'Riverside Customer Voice' as the new name of the Association formerly known as The Riverside Tenants and Residents Federation (7 in Favour, 2 Abstentions)

'Riverside Customer Voice Executive Committee' (Voice Exec) being adopted as the new name for the former Riverside Tenants and Residents Federation Executive Committee.

'Riverside Customer Voice Executive Committee Scrutiny Panel' being adopted as the new name for the former Riverside Tenants and Residents Executive Scrutiny Panel (*see item 16)

9) Federation Regional Reps reports.

A written report was previously circulated from Vic Andrews and a further supplementary written addition covering his visit to Hyde Housing was circulated at the meeting.

Verbal reports were given by, Peter Taylor and David Otty who attended the meeting of The Liverpool City Voice Residents Group.

Sally Trueman on visits she had made to areas of the TRGL.

Margi Kelly on her use of Chinwag to facilitate neighbourhood gardening projects including young people's trips to assist at allotment regeneration in the Liverpool area.

Jacky Vince on her further visit to Riverside Mother & Baby units delivering more items she had collected from her charitable benefactors, which were welcomed. Jacky also reported that in between her visits 4 new babies had been born into the units.

The Chair thanked those members for their contributions, but emphasised that written reports were preferable, as this not only retained a record and saved time at meetings, but could also be used as a

communication and marketing tool going forward, such as our future online newsletter.

10) Presentation to John Wood.

Janice Murray (Irvine observer) made a presentation on behalf of RCV to John Wood on the sad occasion (for us and Riverside) of his imminent retirement from TRGL, John has always proved to be a staunch supporter of our efforts and a strong advocate of Tenants representation in general. He will be greatly missed.

Lunch 13.00

11) Presentation by Mark Burnett (head of repairs & maintenance and Kate Hudson, Asset Standards and Investment Manager) who gave an update on the changes to M.O.T's and planned works. Two very informative and useful presentations with Q&A's.

Peter Taylor and Sally Trueman raised separate areas of concern, it was agreed that Mark would contact both Peter and Sally After the meeting to arrange meetings to look into their issues.

Peter will also be accompanied to meet Mark by David Otty.

Peter, David and Sally to report back to the Executive in due course.

The Chair on behalf of The Executive thanked those who gave the presentation for their attendance.

12) Presentation on Equality, Diversity and Inclusion by John Glenton (Executive Director Care & Support)

John gave an interesting presentation on TRGL continued commitment to ED&I issues, the need for continued vigilance regarding all Issues, including harassment and assault, Alison gave an account of her personal experiences of LGBT victimisation. John also mentioned the 'House Proud' research into the experiences of LGBT Tenants.

John also advised the committee that plans would soon be under way to organise the upcoming LGBT Tenant Conference.

Q&A's followed on the presentation.

The Chair on behalf of The Executive thanked John for his attendance and presentation.

The Chair raised the fact that for some years The Executive on behalf of its members had been a sponsor of the LGBT Conference and that he was proud of the fact that they would continue that support this year.

The Chair mentioned that he had himself attended two previous conferences prior to becoming a more involved tenant and to the best of his recollection could not recall any mention of the Tenants and Residents Federation at either of those conferences, John agreed that this was probably accurate, as he himself could not recall formal Federation representation at past conferences, but that he would indeed welcome one.

The Chair welcomed the fact that going forward RCV Executive would have active input into the planning of this year's Conference. The Chair asked if perhaps we could have a visible presence on

advertising material, and perhaps a presentation slot and physical presence at the Conference itself.

John Glenton welcomed both the continued sponsorship of the conference and of RCV Executive involvement in this year's conference.

(*note: The following days Officers meeting agreed that they will propose to the full Executive that ED&I should be a permanent RCVE Agenda item in future)

13) Work plan/Drivers updates;

Chinwag (Jacky Vince)

Jacky gave a verbal report to supplement the document presented on behalf of the Chinwag steering group, she reported that Margi together with her Husband Ritchie had collected chinwag from Carlisle and returned it to Liverpool.

Jacky also reported that the vehicle log and fuel cards had been recovered with the vehicle.

Jacky expressed some concern over possible anomalies.

The report was received with thanks.

Alison Stokes as a supplementary, reported that she had identified homeless groups in the Liverpool area who could make use of Chinwag.

The Chair thanked the steering group for their efforts thus far and asked that Margi express our sincere thanks to Ritchie for his help.

The Chair did remind the steering group of its remit as defined by The Executive which was:

- * To Locate and update the financial and mileage log of the asset.
- * To investigate the feasibility of a rebranding/charity tour using chinwag.
- * To investigate a rota of geographical areas for chinwag to be located and utilised throughout the year.

It was felt that if the asset had a long term future the current booking system had to be changed and the Regions needed to know the vehicle would be in their region for a period of months each year, which would better enable them to plan its use and not have to always collect it from Liverpool.

In relation to any 'anomalies' The chair suggested that this was outside of the steering groups remit and asked that it be agreed that this be investigated separately by the Treasurer and a Riverside staff member and that the committee would be kept fully informed of progress and outcome.

There being no objection, this matter was agreed.

Jacky Vince to report back.

Constitution Steering Group (Margi Kelly)

Margi gave a verbal update on the course of the new Constitution, culminating in its ratification and formal adoption with immediate effect at a Special General Meeting of the Executive held on 15/03/2018

John Wood congratulated the Executive on the work they had done, the collaboration shown with the appropriate staff members and that the end result when reviewed by Tpas had resulted in them asking if they (Tpas) could use our constitution document as a template for good practice.

14) To consider the proposal (emergency contact details) submitted by Peter Taylor.

The document previously circulated was formally proposed by Peter Taylor, seconded by David Otty and following assurances of Data Protection, was unanimously adopted.

15) To consider the proposal (To amend the constitution expenses policy) submitted by Peter Taylor.

The document previously circulated was discussed and the proposer accepted a recommendation by the Chair, to defer a vote, pending the Executive Officers re-examining the constitutions expenses policy as well as the timings and demography of future meetings, in the hope that a cost effective solution could be found.

16) The Federation Scrutiny Panel report.

A full discussion took place and it was agreed that the following action should be taken;

- * The Chair should formally introduce himself to the scrutiny panel at the earliest opportunity.
- * Update them on the future plans of The Riverside Customer Voice Executive going forward.
- * To discuss the Executive Scrutiny Panels recent merger with 'The Inquirers'
- * To Re-establish an effective and clearly understood line of communication between the RCVE and the RCVE Scrutiny Panel.
- * Including Re-establishing the roles of invited observers between the two committees.
- * To discuss the establishment of a wider communication network.
- * To discuss the request received for IT equipment funding.
- * To discuss the mention of a proposed name change in the scrutiny panel report.
- * To discuss any other questions or concerns the Executives Scrutiny Panel members may have.

17) Group Board, Neighbourhood Services Committee, Riverside Care and Support Committee, Formal Customer Involvement.

The previously circulated reports were noted.

18) A.O.B

The previously circulated information gathering sheets were actioned and collected.

The Chair gave a brief explanation of AOB, explaining that as a general rule agenda items should be submitted in writing, in time to be listed and circulated with the meeting bundle.

AOB should only be used for urgent matters and not as a way of circumnavigating this procedure. If an item raised under AOB can wait the Chair reserves the right to defer it to the Officers group or as an item for the next meeting's agenda, particularly if time is pressing.

The Chair went around the table asking if any member had any items of AOB?

Peter Taylor raised whether the purchase and use of a central recording device might be useful to aid the production of minutes?

The Chair responded that minutes were not intended to be a verbatim record, this was a misconception, that often put people off of the role of Secretary and could disjoint discussion, as attempts were made to capture every word or points made, minutes simply needed to reflect the outcome of discussions and decisions that were made, collective decisions that we all then supported, he asked if Peter would give a period of time in the hope that he would see that the minutes produced would continue to be an accurate reflection and well produced, with the added assurance that should any aid be considered necessary one could and would indeed be purchased.

Peter accepted the response and agreed to see how things went.

Margi gave feedback on the progress of the online repairs self-service pilot, which appears to be progressing well.

The Chair thanked Margi for her efforts on behalf of The Executive.

Tonia gave feedback on the data protection draft policy, which was previously circulated for comment.

The comments raised had actually been addressed and the policy was generally very favourably received.

The Chair thanked the Executive members for a productive meeting that he felt had been widely contributed too and wished those that were travelling a safe journey home.

MEETING CLOSED AT 16.30 hrs.